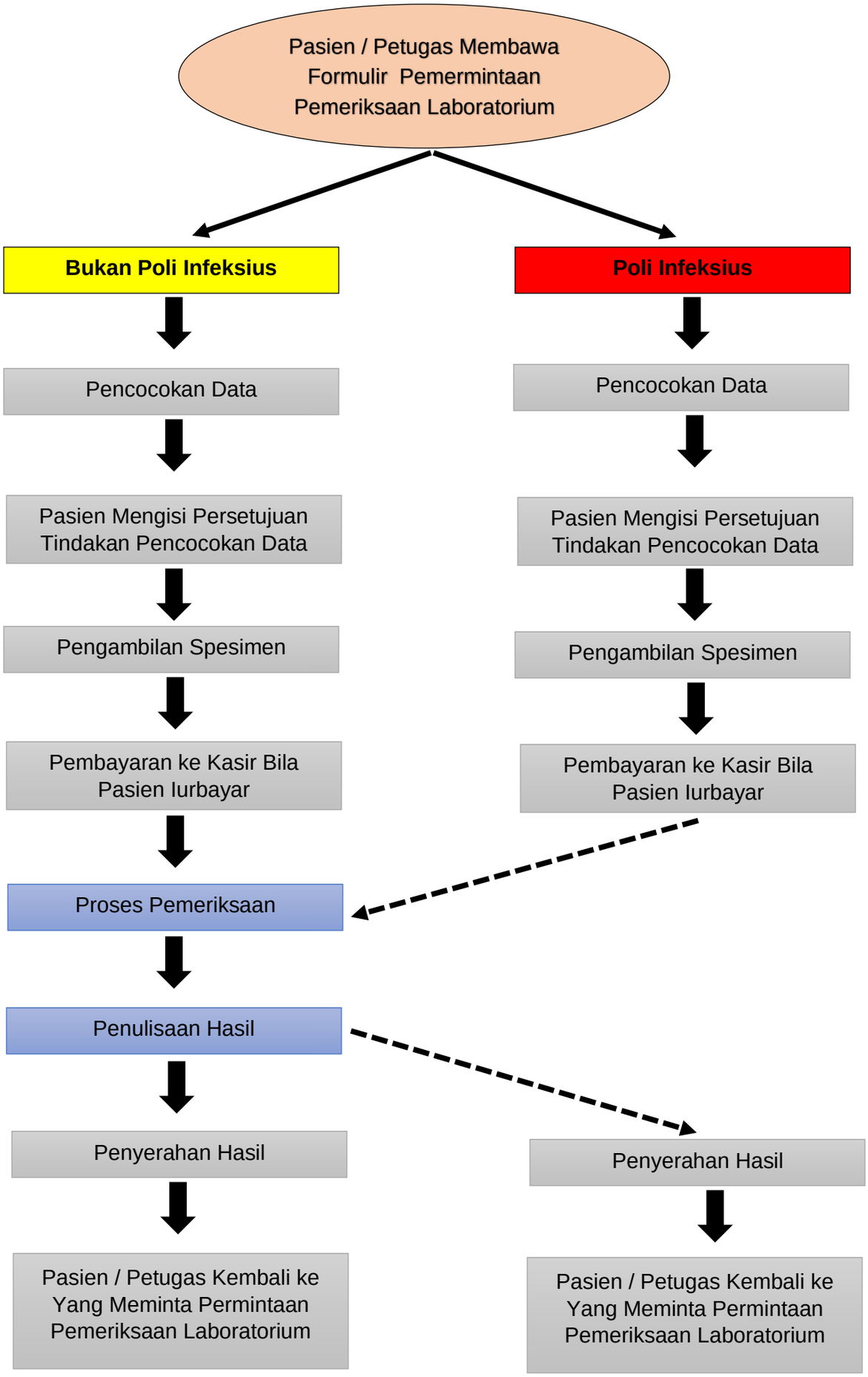ALUR PELAYANAN LABORATORIUM